

Bid Board Notice

Date Issued: December 17, 2014

Procurement I.D. Number: DHMH/OHS0006

Due Date: December 22, 2014

Title: Support for Healthy Kids, EPSDT, EID, and MCHP Premium Systems

THIS SOLICITATION SHALL BE MADE IN ACCORDANCE WITH THE SMALL PROCUREMENT REGULATIONS DESCRIBED IN COMAR 21.05.07

I. PROCUREMENT OBJECTIVES

A. Summary Statement

The Office of Health Services, Department of Health and Mental Hygiene, is seeking the services of a vendor to provide maintenance and technical support for the following four databases: Healthy Kids, EPSDT, EID, and MCHP Premium. For the period January 1, 2015 to December 31, 2015.

B. Issuing Office

Department of Health and Mental Hygiene
Office of Health Services
201 West Preston Street, First Floor
Baltimore, Maryland 21201
Contract Officer: Susan Harrison

The Contract Monitor for this solicitation:

Margaret Berman
Division Chief
Division of Children's Services
201 West Preston Street, Room 210
Baltimore, Maryland 21201
(410) 767-1620
Email: Margaret.Berman@maryland.gov

C. Submission Deadline

An original copy of the proposal **MUST** be received at the Issuing Office listed above by **12:00 noon Eastern Time on** December 22, 2014 in order to be considered.

Offerors who mail proposals should allow sufficient mail transit time to ensure timely receipt by the Issuing Office. Proposals and/or unsolicited amendments to proposals arriving after the closing hour and date will not be considered.

II. GENERAL INFORMATION FOR VENDORS

A. Background

This contract is to provide maintenance and technical support for the Healthy Kids EPSDT Performance Improvement Database, the Rare and Expensive Case Management (REM) Database, the MCHP Premium Database, and the Employed Individuals with Disabilities (EID)/ Increased Community Services (ICS) Accounts Receivable Database.

B. Contract

1. The contract resulting from this solicitation shall be a fixed price contract, beginning January 1, 2015.
2. The Department reserves the right to reduce or withhold contract payment in the event the Contractor does not provide the Department with all required deliverables within the time frame specified in the contract or in the event that the Contractor otherwise materially breaches the terms and conditions of the contract.

C. Submission of Proposals

Offerors **MUST** submit two separate sealed envelopes as follows: One submission is to be labeled "Technical Proposal" and the other "Financial Proposal". Both are to be identified as Sealed Proposals for this Bid Board Notice and are to contain the Offeror's name, **due date** and time.

Faxed proposals will not be accepted for this solicitation.

III. SPECIFICATIONS

A. Description

This contract is to provide maintenance and technical support for the Healthy Kids EPSDT Performance Improvement Database, the Rare and Expensive Case Management (REM) Database, the MCHP Premium Database, and the Employed Individuals with Disabilities (EID)/ Increased Community Services (ICS) Accounts Receivable Database.

The EPSDT database is an Access 2007 Database that is used to identify EPSDT certified providers and practices that provide preventive healthcare services to children with Maryland Medical Assistance. The database also includes a monitoring tool that is used to score chart reviews that are completed in the EPSDT certified practices. The REM database is an Access 2007 Database Application front end with a SQL 2005 Database back end that is used to track REM case management for the Maryland Medical Assistance. The MCHP Premium Database is an Access 2003 Database Application front end with a SQL 2005 Database back end that tracks billing and collections of monthly premiums and assessments. The EID/ICS Database is an Access 2003 Database Application front end with a SQL 2005 Database back end that tracks billing and collections of monthly premiums and assessments. The MCHP Premium and EID/ICS Databases also create monthly invoices.

B. Specifications
Existing database specifications include:

REM Database:

The REM Case Management Database currently has 10 users and contains four modules including: the REM Case Management System, the REM Reports Module, the REM Administrative Module, and REM Import Module. There are 17,982 case records in the database. There are 20 possible queries, 136 reports and 41 different forms. In addition there is an ad-hoc report feature that allows the user to develop reports. The REM Import tool is used to import data submitted by the case management contractor into the REM Case Management system, which is required on a monthly basis. The REM

Administration module houses 35 tables that can be edited. This module is also used to add users.

Healthy Kids Database:

The Healthy Kids database currently has 7 users and contains 74 tables and 56 reports. In addition, there is an ad-hoc report feature. There is data for close to 6000 providers currently in the database. There are 20 possible queries for the database.

EID Database/ ICS Databases:

The EID/ICS database currently has 20 users. The database contains 62 tables, 85 forms, 88 reports, and over 1,000 case records.

MCHP Premium Database:

The MCHP Premium database currently has 18 users. The database contains 51 tables, 95 forms, 88 reports, and over 100,000 case records.

Technical Support Services for all databases:

Technical support services for all databases include but are not limited to: identifying necessary changes regarding synchronization and conflict, implementing necessary changes and testing and evaluating results of system changes, making updates and program changes to the database, managing secure user authentication, user management, database management, maintenance and updates for reports, forms, queries and software configuration. In addition the contractor shall be available for consultation and technical assistance in order to transition the functions of the database over to the new MMIS that the Department is developing.

All database maintenance changes shall be approved by the Department and the contractor shall report maintenance issues and resolutions to the Department on a frequency as defined by the Department.

C. Vendor Experience and References

The vendor **MUST** demonstrate experience and list two (2) references.

IV. EVALUATION AND SELECTION PROCESS

A. Evaluation

The criteria that will be used for the evaluation of the technical proposals are listed below.

Within each major category, a minimum of 80% of the assigned points **MUST be achieved in order to be considered acceptable.**

Evaluation Criteria		Maximum Points
1.	Work Plan	40
a.	Approach to providing technical support services.	20
b.	Approach to defining and addressing timeliness needs.	10

c.	Approach to overall and task specific management.	10
2.	Corporate Qualification and Experience	30
a.	Experience in providing technical support services.	15
b.	Sufficient staffing to complete task.	15
3.	Staff Qualifications and Experience	30
a.	Qualifications of the staff assigned to this project in providing technical support services.	15
b.	Experience of staff assigned to this project in providing technical support services.	15
TOTAL		100

B. The Evaluation Process

Evaluate each technical proposal using the evaluation criteria set forth above. Failure to comply with any of the mandatory requirements or to meet any of the minimum requirements will normally disqualify an offeror's proposal.

After determining compliance with the requirements, an evaluation of the technical merit of the proposals shall be conducted. Only those technical proposals deemed "reasonably acceptable" for award will be considered. All other proposals will not be considered and the offerors shall be so notified and their financial proposals returned unopened. Minor irregularities in proposals which are immaterial or inconsequential in nature may be waived or permitted to be cured whenever it is determined to be in the State's best interest.

After completing the evaluation of the technical proposals the price proposals will be opened.

C. Transmittal Letter

A transmittal letter prepared on the Offeror's business stationary **MUST** accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief. The letter shall be signed by an individual or corporate officer who is authorized to bind his firm to all statements, including services, material availability, timeliness and prices contained in the proposal.

D. Two-Volume Submission

The selection procedure requires that the evaluation of the technical proposals be conducted before the cost data are reviewed. Consequently, each proposal **MUST** be submitted as two separate enclosures as indicated below.

E. Volume I - Technical

Vendor **MUST** submit a technical proposal containing the following sections:

1. Statement of Work
2. Proposed Work Plan
3. Corporate Qualifications and Experience
4. Staff Qualifications and Experience

1. The "Statement of Work" should demonstrate clearly the offeror's understanding of the role this service plays in the responsibilities of the Issuing Office.
2. The "Proposed Work Plan" section should contain a definitive description of the offeror's plan to meet the requirements of the solicitation. It should include a detailed description of the firm's methods and procedures for addressing all requirements outlined in this solicitation document.

The purpose of the work plan is to demonstrate the capability of the offeror to successfully manage the overall project and the subordinate tasks while meeting the scheduled goals.

3. The "Corporate Qualifications and Experience" section should describe the overall capabilities of the organization to complete the work.
4. The "Staff Qualifications and Experience" section describes how each proposed staff's experience relates to that person's specific responsibilities as detailed in the work plan for this procurement.

F. Volume II - Financial

This volume is to contain complete cost information for all services provided which should include an hourly cost.

The financial proposal **MUST** be in a separate volume from the technical proposal.

Place of
Performance: Department of Health and Mental Hygiene
201 West Preston Street
Baltimore, MD 21201

Contract
Monitor: Margaret Berman, Division of Children's Services
Department of Health and Mental Hygiene
201 West Preston Street – Room 210
Baltimore, MD 21201
410 767-1620

Due Date: 12:00 noon, December 22, 2014
Rosetta Sabb, Procurement Officer
Division of Program Support Services
201 West Preston Street, Room 128
Baltimore, MD 21201

Basis for
Award:

The contract resulting from this solicitation shall be awarded to the offeror meeting the criteria noted in this solicitation document with the most advantageous offer.

BID PAGE

Department of Health and Mental Hygiene
Office of Health Services
201 West Preston Street – Room 128
Baltimore, Maryland 21201

Title: Support for Healthy Kids, EPSDT, EID, and MCHP Premium Systems

Procurement I.D. Number: DHMH/OHS0006
EMM #: MDM0031018060

This contract shall not exceed \$25,000. The proposals will be evaluated on the best value to the state or the highest number of hours and lowest rate for \$25,000.

_____	x	_____	= \$25,000
Number of Hours*		Hourly Rate	

Total: \$25,000

Bid Price Authorized by:

Name/Title_____

Signature_____Date_____

Address_____

City, State, Zip_____

Federal ID #:_____

eMM#:_____ MBE Certification #:_____ SBR#:_____

Phone Number/Fax Number_____

E-mail Address_____

*The Department does not guarantee a minimum or maximum of hours. The number is used for bidding purposes only.

**THE STATE OF MARYLAND ENCOURAGES
MINORITY BUSINESS ENTERPRISES TO
PARTICIPATE IN THIS PROCUREMENT PROCESS.**